

E-01345A-11-0224

ORIGINAL



0000132903

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101252

Date: 12/12/2011

Complaint Description: 08A Rate Case Items - Opposed
19K Decoupling - Gas & Electric

First:

Last:

Complaint By:

Joan

XXXXX

Account Name:

Joan xxxxx

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

Voicemail received with following message:

I live in Sun City and in reference to your grand idea about decoupling. I'd like to know what right you have to put a surcharge on anybody's bill for utilities that they do not use. What are you some sort of branch of communistic society? I said you are a bunch of swines to raise rates at this time when people are losing their homes and children are moving back to live with their parents is wrong. Especially in this area there are a bunch of people that are old bones and people are living on a dog food. If this decoupling plan goes through I hope you are all damned and your teeth fall out.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed:

RECEIVED
2011 DEC 14 AM 11:39
AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2011 - 101252

Arizona Corporation Commission

DOCKETED

DEC 14 2011

DOCKETED BY

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101254

Date: 12/12/2011

Complaint Description: 08A Rate Case Items - Opposed
19K Decoupling - Gas & Electric

First:

Last:

Complaint By:

Mary

Zemack

Account Name:

Mary Zemack

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Sun City

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

Voicemail received with following message:

I am an APS consumer and I am against decoupling. I am a Senior living alone and don't like the high rates. I find no need for it.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 12/13/2011

Opinion No. 2011 - 101254

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101256

Date: 12/12/2011

Complaint Description: 19K Decoupling - Gas & Electric
01H Billing - Smart Meter

First:

Last:

Complaint By:

Jean

Brewat

Account Name:

Jean Brewat

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Surprise

CBR:

State:

AZ

Zip:

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

Voicemail received with following message:

I am opposed to decoupling and do not want a smart meter. She has heard many negative things regarding these matters. It is unfair that rates are being considered. Please consider my vote for a no on decoupling and smart meters.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 12/13/2011

Opinion No. 2011 - 101256

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2011 101258**Date:** 12/12/2011**Complaint Description:** 08A Rate Case Items - Opposed
 N/A Not Applicable**Complaint By:** **First:** **Last:**
 Robert **Trent****Account Name:** Robert Trent**Home:** (000) 000-0000**Street:** n/a**Work:** (000) 000-0000**City:** n/a**CBR:****State:** AZ Zip: 00000**is:**

Utility Company: Arizona Public Service Company**Division:** Electric**Contact Name:** For assignment**Contact Phone:****Nature of Complaint:**

Voicemail received with following message:

Consumer does not see any reason for a rate increase for any of the utility companies at this time. The way the economy is at this time, I vote no on it. Everything has gone up except wages. Why increase the cost of living at this time. It doesn't make any sense people are working 2 - 3 jobs to make ends meet. I'm retired and get \$600 a month and you expect me to pay extra.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 12/13/2011**Opinion No.** 2011 - 101258

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101259

Date: 12/12/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Rosalee Bock

Account Name: Rosalee Bock

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

Voicemail received with following message:

Consumer is an ex-school teacher who was not allowed to pay into the Social Security Benefits and then the school pensions went belly up. She is on a fixed income and receives \$205 a month and is below the poverty level. Please look into these requested rates closely and vote no for the increase.

She states that they have not had an increase in Social Security for 3 years.

Vote no on the the requested increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 12/13/2011

Opinion No. 2011 - 101259

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:****Fax:****Priority:** Respond Within Five Days

Opinion **No.** 2011 101260**Date:** 12/13/2011**Complaint Description:** 08A Rate Case Items - Opposed
19K Decoupling - Gas & Electric**First:****Last:****Complaint By:****Sally****Pickert****Account Name:**

Sally Pickert

Home: (000) 000-0000**Street:**

n/a

Work: (000) 000-0000**City:**

Prescott

CBR:**State:**

AZ

Zip: 00000**is:**

Utility Company:**Arizona Public Service Company****Division:**

Electric

Contact Name:

For assignment

Contact Phone:**Nature of Complaint:**

Consumer is opposes to rate increase, smart meters and decoupling. She states that if a rate increase is needed it should be a gradual increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 12/13/2011**Opinion No.** 2011 - 101260

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101262

Date: 12/13/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Mary

Anderson

Account Name:

Mary Anderson

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

Prescott

CBR:

State:

AZ

Zip: 00000

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: /

Nature of Complaint:

I do not want my electric rates with APS increased. I barely make it now and it scares the hell out of me. So please take our feelings into consideration when you make a decision on this.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 12/13/2011

Opinion No. 2011 - 101262

E-01345A-11-0224

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101263 Date: 12/13/2011

Complaint Description: 08A Rate Case Items - Opposed
19K Decoupling - Gas & Electric

First:

Last:

Complaint By: **Mary** **Capuozza**

Account Name: Mary Capuozza

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Show Low

CBR:

State: AZ Zip: 00000

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

I do not think that decoupling would be a good thing and raising the rates at this time is not the right thing to do. She is on a low income plan and there is no way consumers can afford any increases at this time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. E-01345A-11-0224. closed

End of Comments

Date Completed: 12/13/2011

Opinion No. 2011 - 101263